

Rider G – Scope of Services

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RIDER G**1. General**

The Business Partner and the State have set forth in Rider G the specific Services and Deliverables to be provided by the Business Partner, as well as the responsibilities of the State in support of the Business Partner. These Services and deliverables are described in general herein, and in more detail in attachments G1 through G3 to this Rider G.

1.1 Child Support Enforcement (CSE) System Solution

The Business Partner, working with the State, will deliver the Child Support Enforcement (CSE) System, each CDL Item described in the Contract Deliverable List (CDL), and the Services identified in Rider G, as follows:

1.1.1 CSE System Requirements

The CSE System will:

a) be based upon the conceptual design described in the Business Solution Response including Appendices A and B (BSR) and as more particularly described in the (a) applicable Accepted CDL Items, and (b) the applicable Statements of Work (SOWs), Project Management Approach (PMA) and Technical Management Approach (TMA). The conceptual design will be used to guide the analysis and design of the CSE System, architecture, and system environments. The BSR will be superseded by each Accepted Technical Design CDL Items described in Section 1.1.2;

b) contain the features and perform the functions more particularly described in the Business Requirements List (BRL), (each individual requirement is referred to for convenience in this Section 1.1 as a “business requirement”), as such features and functions are refined by analysis and design and documented in the Accepted Technical Design CDL Items. The BRL will be modified, as necessary, in accordance with the Change Request Management process; and

c) conform to the scope and approach clarifications contained in Appendix B of the BSR. Appendix B of the BSR will be superseded by each Accepted Technical Design CDL Items described in Section 1.1.2.

1.1.2 CSE System's Conformity to Specifications

The CSE System and each Acceptance Deliverable will conform to the applicable Specifications as defined in Section 1.1.5. Of these Specifications, the System/Subsystem Specification (SSS) (CDL TM 016-1, TM 0016-2), System/Subsystem Design Description (SSDD) (CDL TM 017-1, TM 017-2), Software Requirements Specification (SRS) (CDL TM 020-1, TM020-2), Software Design Description (SDD) (CDL TM 021-1, TM 021.-2), CSE/SDU Interface Design Description

(CSE/SDU IDD) (CDL TM 030-1, TM 030-2), and External Entity Interface Design Description (EE IDD) (CDL TM031-1, TM 031-2) for both Version 1 and Version 2, the ARS Functional Requirements Design Document (ARS FRDD) (CDL TM 101), CASES Functional Requirements Design Document (CASES FRDD) (CDL TM 102) and the Technical Infrastructure Description (TID)(CDL TM 018) are collectively referred to as the “Technical Design CDL Items.” The Business Partner will be responsible for establishing traceability between the BRL and the Technical Design CDL Items and describing the manner in which each of the Technical Design CDL Items addresses the business requirements contained in the BRL. In the event of an inconsistency, contradiction or conflict between a prior statement of a business requirement and a later developed Technical Design CDL Item, the inconsistency, contradiction or conflict will be resolved as follows:

(i) In the case of a business requirement or any part thereof that was contained in the BRL, but omitted from the Technical Design CDL Items, the Business Partner at its cost will be responsible for the correction of the omission, which will be documented through the Change Request Management process;

(ii) If the inconsistency is in regard to an interpretation of a business requirement that arises prior to State Acceptance of the SRS¹, the Business Partner at its cost will be responsible for making conforming modifications to the Technical Design CDL Items, which will be documented through the Change Request Management process. In the event of Conditional Acceptance of the Software Requirements Specification (SRS) (CDL TM 020-1, TM 020-2), only those aspects specifically identified in the State’s Acceptance Notice as subject to re-submission will be considered ‘not accepted’. All other aspects of the Software Requirements Specification (SRS) (TM 020-1, TM 020-2) will be considered accepted for the purposes of determining responsibility for rework;

(iii) If the inconsistency is in regard to an interpretation of a business requirement that arises after State Acceptance of the SRS, the inconsistency will be resolved through the Change Request Management process and may result in additional cost to the State.

1.1.3 Rider G Attachment 1

Attached hereto and incorporated herein by reference as Attachment G1 to this Rider G are the BRL and the BSR.

1.1.4 Acceptance of Acceptance Deliverables

The State will accept Acceptance Deliverables in accordance with Rider I of the Contract.

1.1.5 Specifications

As used in this Contract "Specifications" means:

a) with respect to the business and design requirements of the CSE System, the specifications described in (a) the Business Requirements List, and (b) until Acceptance of the Technical Design CDL Items, the applicable SOWs, and the BSR including its appendices, specifically Appendix B of the BSR, and thereafter the unconditionally Accepted Technical Design CDL Items. Without in any way affecting the methodology described in 1.1.2, in the event of Conditional Acceptance of one or more Technical Design CDL Items, only those aspects of each conditionally Accepted Technical Design CDL Items that are not subject to resubmission will be considered Accepted. Only Accepted aspects of the Technical Design CDL Items will supercede the BSR and applicable SOWs;

b) with respect to CDL Items, the specifications described in the applicable CDL Item Description(s) and the approach described in the PMA and TMA processes, and as further described in the applicable SOWs and in the Accepted CDL Items (the content of which, as described in the applicable CDL Item Description, covers the same subject matter);

c) with respect to Equipment and COTS software manufacturer's or licensor's documentation included with such Equipment and COTS software. Nothing in this paragraph c is intended to supercede the Technical Design CDL Item;

d) with respect to the establishment of facilities, as specified in the applicable SOWs , and as further described in Accepted CDL Items (the content of which, as described in the applicable CDL Item Description, covers the same subject matter).

1.2 Project Management Services and Deliverables

1.2.1 The Business Partner will deliver the Services as described in the PMA and applicable SOWs and deliver each project management CDL Item as described in the SOWs applicable to the management of the Business Partner's Project staff and subcontractors, to implement quality management in accordance with the Accepted Quality Management Plan (CDL PM 013), manage costs, schedule and project risks, and other management Services applicable to the development, implementation, and installation of the CSE System which project management services are summarized in Section 4 and are further described in Attachment G2, attached hereto and incorporated herein by this reference. The Business Partner will provide the following Services and deliverables:

a) as such Project Management Services and deliverables are generally described in the summary set forth in Section 4 of this Rider G and subject in all respects to the more specific descriptions set forth in the applicable PMA, SOWs, and CDL Item Descriptions;

b) in compliance with the project management methodologies, plans, and objectives more particularly described in the PMA, included in the Project Management Services and deliverables, attached as Attachment G2 to this Rider G;

c) as those Services are more particularly described in and constrained by the Project Management SOW, included in the Project Management Services and deliverables, attached as Attachment G2 to this Rider G; and

d) as those deliverables are more particularly described in and constrained by the CDL Item Descriptions, included in the Project Management Services and deliverables, attached as Attachment G2 to this Rider G.

1.3 Technical Management Services and Deliverables

1.3.1 The Business Partner will deliver the Services as described in the TMA and applicable SOWs and deliver each technical management CDL Item described in the SOWs applicable to the development, implementation, and installation of the CSE System, which technical management services are summarized in Section 5 and are further described in Attachment G3, attached hereto and incorporated herein by this reference. The Business Partner will provide the following:

a) as such Technical Management Services and deliverables are generally described in the summary set forth in Section 5 of this Rider G and subject in all respects to the more specific descriptions set forth in the applicable TMA, SOWs, and CDL Item Descriptions;

b) in compliance with the technical management methodologies, plans, and objectives more particularly described in the TMA, included in the Technical Management Services and deliverables, attached as Attachment G3 to this Rider G;

c) as those Services are more particularly described in and constrained by the Technical Management SOW, included in the Technical Management Services and deliverables, attached as Attachment G3 to this Rider G; and

d) as those deliverables are more particularly described in and constrained by the CDL Item Descriptions, included in the Technical Management Services and deliverables, attached as Attachment G3 to this Rider G.

1.4 Customer Service Support Center

1.4.1 Section Supersedes Portion of the BSR

This Section 1.4 supersedes the solution proposed by the Business Partner, as set forth in the BSR and TMA, with respect to the design, development, implementation, maintenance and support of the Customer Service Support Center.

1.4.2 Customer Service Support Center Assessment

The parties acknowledge that neither party has adequate information to develop a plan for the design, development, implementation, maintenance and support of the Customer Service Support Center at the time of entering into this Agreement. Therefore, in accordance with the applicable SOWs, the Business Partner will conduct an assessment of the business requirements of the State, and deliver the Customer Service Support Center Assessment (CDL TM 072) memorializing the results of such assessment.

1.4.3 Development of Recommended Solutions

In accordance with the timeframes established in the Project Schedule (CDL PM 009) the parties will meet and discuss the Business Partner's recommendations for the design, development, implementation, maintenance and support of the Customer Service Support Center, in light of the information gathered for and conclusions reached as a result of the work embodied in the Customer Service Support Center Assessment (CDL TM 072). The parties will collaborate for the purpose of developing a set of recommendations for Customer Service Support Center solutions. During the course of such discussions, the Business Partner will provide the State with a written rough order of magnitude ("ROM") cost estimate for each of its recommended Customer Service Support Center solutions, and any impact on the Project Schedule (CDL PM009) or State resource requirements applicable thereto. In calculating the costs for the design, development, implementation, maintenance and support of the Customer Service Support Center described in the Customer Service Support Center Assessment (CDL TM 072, the Business Partner will use the same methodology, the same applicable rates for the applicable year and the same approach as that used by the Business Partner in calculating the costs reflected in Attachment G1, Part 3; and

1.4.4 Selection of Solution

At the conclusion of such discussions, and in light of the ROM cost estimates for each recommended solution received from the Business Partner in connection therewith, the State will review the ROM cost estimates and other information, and will select between and among the customer service tasks, Services, deliverables and facilities that the State determines, in its discretion, best solves its customer service Business Problem. The State will deliver to the Business Partner the selected solution and the approach that the State requires be taken, with respect to the Customer Service Support Center (referred to for convenience as the "Customer Service Support Center business requirements").

1.4.5 Customer Service Support Center Plan

On or before the date specified for delivery in the Project Schedule (CDL PM 009), the Business Partner will deliver the Customer Service Support Center Plan (CDL TM 073) meeting the following:

- a) the content set forth in the CDL Item Description;
- b) the Customer Service Support Center business requirements delivered by the State as required by paragraph 1.44above

1.4.6 Base Contract Amount Credit

Credit (included in the Base Contract Amount) to be applied against Customer Service Support Center tasks is as follows:

a) The parties agree that the design, development, implementation, maintenance and support of the Customer Service Support Center is a "level of effort" undertaking by the Business Partner. As used herein, "level of effort" means that the Business Partner has undertaken as part of the Base Contract Amount to perform Services, deliver hardware and software, produce deliverables, and implement, manage and operate facilities, if deemed necessary by the State as part of the Customer Service Support Center business requirements, up to an aggregate amount of \$27,629,287 in support of certain of the Customer Service Support Center tasks. The aggregate amount was calculated by the Business Partner based upon the design and approach for the Customer Service Support Center proposed in the Business Partner Proposal. Business Partner acknowledges that said aggregate amount expressly does not include the following costs proposed in the Business Partner Proposal: (a) the IVR system and (b) the e-Child Support Self-Service website, all of which costs are included within the Base Contract Amount.

b) The State may allocate such aggregate dollar amount, less the amount expended for the development of the Customer Service Support Center Assessment, and the Customer Service Support Center Plan, reflected in the Work Breakdown Structure, but not more than \$ 1,324,987, to receive the Services and deliverables from the Business Partner in accordance with the Customer Service Support Center Plan (CDL TM 073). The Business Partner will negotiate in good faith with the State to provide the tasks described in the Customer Service Support Center Plan (CDL TM 073) Accepted by the State for a cost acceptable to the State and within twenty-five percent (25%) of the ROM cost estimate delivered by the Business Partner. The State may determine to contract with one or more third party providers to obtain the Customer Service Support Center tasks, deliverables, facilities and necessary hardware and software, or may determine to provide such optional items internally. In calculating the cost against which the credit described in this Section 1.4.6 will be applied, Business Partner acknowledges that the cost of the IVR system and the e-Child Support Self-Service website are included within the

Base Contract Amount and are not separately chargeable to the State under this Section 1.4.6

1.5 Change Request Management Process

1.5.1 The Accepted Project Management Plan (CDL PM 001) will contain the Change Request Management process. The parties will implement the methodology described in the Change Request Management process to approve or reject proposed changes.

1.6 State Responsibilities

The State agrees to perform the tasks, prepare the facilities and otherwise undertake the duties more particularly allocated to the State in Section 7 below and as specified in the SOWs.

1.7 Project Timeline and Milestones

The Business Partner will provide the Services and deliverables and the State will perform its responsibilities pursuant to the project timeline and milestones, more particularly described in Section 6 and as superseded, upon Acceptance, by the Accepted Project Schedule (CDL PM 009).

2. The Business Problems

The Business Partner will provide the CSE System that is designed, developed and implemented to solve the five (5) Business Problems discussed in this Section 2, as set forth in attachments G1, G2, and G3 to this Rider G. The information described in this Section 2 also reflects Services described in detail in, and is superseded by, the more detailed provisions of, the PMA, the Project Management SOWs, the PM CDL Item Descriptions, the TMA, the Technical Management SOWs, and the TM CDL Item Descriptions attached hereto as attachments G2 and G3. The information below is not intended to describe all of the CSE System functions nor all of the Services to be provided by the Business Partner pursuant to this Contract.

Each of California Child Support Program's five Business Problems is set forth in the five boxes below in identical substance as they were presented in the State's Solicitation for Conceptual Proposal. The parties recognize and agree that a complete solution to these problems is dependent upon many activities and other circumstances that are beyond the scope of this Contract; however, the CSE System will provide an essential element to solve the Business Problems, as described below. The CSE System functionality is described generally in Section 3 below.

2.1 Certification

The State is not in compliance with the automated systems requirements of the Family Support Act of 1988 (FSA '88) and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).

The CSE Version 2 will meet the federal requirements for certification, as such requirements are contained in the BRL. In addition, the Business Partner will support and assist the State in preparing for and conducting the federal certification review.

2.2 Worker Effectiveness

Worker effectiveness and accountability is constrained by the lack of timely, adequate and accurate data; the lack of uniformity; and limited system functionality and automation.

The CSE System will improve worker effectiveness as follows:

2.2.1 User Interaction:

The CSE System design will utilize a Graphical User Interface with clearly labeled and defined fields.

The web-based e-Child Support Self-Service interface will allow for customers and external entities, including custodial parties, non-custodial parents, process servers and employers to access appropriate case information from their homes and businesses. To the extent external entities make use of the self-service capabilities, caseworkers can focus on the more urgent cases where their Services are needed the most. The CSE System, by capturing and converting input data early in the process, will automatically initiate the next appropriate action, when applicable.

2.2.2 Data Architecture:

The CSE System will provide procedures and tools to enhance the reliability and understandability of the system's data. The CSE System will provide tools to obtain information from a variety of sources and make this data available to support business processes.

The Business Partner will automate business rules that will, where built to do so, filter, cleanse, and verify incoming data prior to presenting it to the worker. The Business Partner agrees to work with the CCSAS CSE Project to architect data that can be accessed in ways that meet the workers' needs.

2.2.3 Consistent and Uniform Automation:

The Business Partner will examine the State-defined business processes and identify to the State those business processes that have a potential to be automated. The Business Partner will architect and design data and processes, subject to the State input and Acceptance, that support consistent and uniform automation, as well as the ability, where built to do so, to bypass automated steps or processes.

The Business Partner agrees to design, develop and implement the CSE System, as a single statewide system, incorporating the agreed automated components in a consistent and uniform manner. Consistent and uniform automation will provide the State's users with a predictable system allowing users to rely on consistent and uniform automation regardless of their location within the state.

2.2.4 Integrated Business Processes:

The CSE System will be designed, developed and implemented to provide an enterprise application integration framework to support integration of end-to-end business processes of the Child Support Program, including third parties and external agencies, to support an efficient interface between the CSE System and external entity systems, and to reduce the need for system users to resolve problems thereby enabling increased user efficiency.

The CSE System will automatically receive, process and route interstate transactions to and from the CSENet interface. For incoming transactions, the CSE System will process the transaction in an automated fashion to the extent possible and, when necessary, will notify the appropriate worker of any manual intervention required to complete the transaction.

2.3 Customer Service

Customer service is constrained by the lack of timely, adequate, accurate and accessible data; clear and understandable communication of information; lack of uniformity; and limited system functionality and automation.

The CSE System will provide functionality that will improve the level of customer service, both for customers within California and in other states as set forth in this section 2.3. The system will provide new points of customer access for up-to-date information about the customer's individual cases. The CSE System public website will increase availability of Child Support services to the general public. On-line access will enable individuals to apply for Child Support Services, and case participants will have increased visibility into the business transactions associated with their Child Support case(s). The CSE System will support a Customer Service Support Center with a toll free telephone number to improve responsiveness to customer-initiated actions.

2.3.1 User Interaction:

The parties acknowledge that the way users (both internal and external) interact with the system plays a significant role in customer service. The CSE System will be designed to provide online access to relevant information and to enable external users to update that information where provided in the application and when appropriate. The CSE System will provide more effective customer service to case members inquiring about interstate cases. The CSE System contains required interstate case related data, allowing workers to effectively respond to inquiries from other states.

External users will access information through a Graphical User Interface that will simplify understanding of the data presented.

2.3.2 Data Architecture:

The parties acknowledge that the way users (both internal and external) interact with the data plays a significant role in customer service; reliable and understandable data makes it easier to communicate with case members and external entities; and when case members and external entities understand and trust the data in the system, customer service is improved and problems are reduced.

The Business Partner will propose an architecture for data, subject to State input and Acceptance, that can be accessed in ways that support the needs of the Child Support Program as reflected in the BRL.

The Business Partner will focus on architecting data so that it can be delivered to the customers in a consistent format that facilitates greater understanding by the customer.

2.3.3 Consistent and Uniform Automation:

The parties acknowledge that consistent and uniform automation improves customer service. The Business Partner will provide a single system that supports the Child Support Enforcement Program and its constituents, thereby removing the complexity and inconsistency that arises from relying on multiple systems.

The Business Partner will propose automation that will result in a predictable and reliable system, subject to State input and Acceptance thereof. This will make it easier for workers to explain the process to customers, and better meet customer expectations.

The CSE System will provide business transaction information to users and authorized customers. The ability to review and verify inputs to child support balances will reduce the uncertainty that results when customers do not have visibility into the system's financial data.

2.3.4 Integrated Business Processes:

DCSS has many internal and external agencies that are instrumental in providing the highest quality child support services possible. The parties acknowledge the

importance of understanding the end-to-end business process and enabling the business process in an efficient way in order to improve customer service. The CSE System includes an enterprise application integration framework. This framework provides tools to support integration of end-to-end business processes with the external entities that DCSS and the LCSAs are dependent upon.

2.4 System Maintainability

System maintainability is constrained by disparate systems, inadequate documentation, the lack of open system architecture, and business changes.

The parties acknowledge that improving system maintainability furthers the goals of obtaining federal certification, improving worker effectiveness, and improving customer service. Building on the foundation applied to solve the Business Problems described in this Section 2, the Business Partner will focus on designing a solution that will specifically address the system maintainability Business Problem, as follows:

The Business Partner will incorporate industry best practices, as deemed appropriate by the Business Partner, to develop a system that supports the architectural goal of maintainability. The CSE System will be designed using a layered architecture to include the following five layers and/or other appropriate distinctions:

- Channels Layer – where the interfaces to the system exist
- Business Services Layer – where the core business capabilities of the CSE System exist
- Common Services Layer – where business-oriented capabilities to support the business services exist
- Support Services Layer- where the system-oriented capabilities to support the business services and the support services exist
- Data Layer – where the data exist

This layered organization provides a structure that simplifies understanding of the system. It also provides a framework that directly influences the design, construction, and maintenance of the CSE System.

2.5 System Implementation

Implementation of the new system is constrained by disparate systems, complex business rules, number of locations, and changes in the way of doing business.

The parties acknowledge that achieving a successful system implementation furthers the goals of obtaining federal certification, improving worker effectiveness, improving customer service, and improving system maintainability. Building on the foundation applied to address the Business Problems in this Section 2, the Business Partner will focus on designing a solution that will specifically solve the system implementation Business Problem, employing the following techniques as more particularly described in the attachments to this Rider G:

- Methodology described in the TMA
- Change management approach described in the TMA
- Fostering partnership among the Business Partner and the State
- Maintaining clear and open channels of communication

3. The CSE System High-Level Features and Functionality

Below is a high-level description of the CSE System's features and functionality. This description is not intended to fully describe all of the features and functions of the CSE System, which will be detailed in the Technical Design CDL Items. The following description of the CSE System features and functionality will be subject to and superseded by the more specific requirements that will be set forth in the Technical Design CDL Items.

3.1 Version 1 and Version 2 of the CSE System

The Business Partner will implement the CSE System in two versions. The initial implementation is referred to as Version 1, while the expanded implementation is referred to as Version 2. Version 1 of the CSE System will operate as a statewide system by leveraging and integrating the current ARS and CASES consortia systems with a new Statewide Services component and the State Disbursement Unit (SDU) (whose features and functions are contained under a separate contract). Version 1 of the CSE System will provide early benefits to the Child Support Program by reducing existing system maintenance costs and by improving business functions such as locate, which can potentially lead to improvements in paternity establishment and collections. Version 2 of the CSE System expands the functionality of Version 1 to replace ARS and CASES and become a single centralized statewide system.

More detailed information about Version 1 and Version 2 of the CSE System is provided in the Attachments to this Rider. A summary of the features of Version 1 and Version 2 are discussed in the following Sections 3.2 and 3.3.

3.2 Version 1 of the CSE System

The Business Partner will design, develop, and implement a Version 1 of the CSE System that provides the following functionality and will transition KIDZ and STAR/KIDS LCSAs to CASES as more specifically described in this Rider G:

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3.2.1 Statewide Services

- a) Centralized State Case Registry (SCR) containing IV-D and Non-IV-D data, with interface to FCR;
- b) Centralized and enhanced locate capability;
- c) Statewide payment allocation;
- d) On-line access to SCR information by DCSS and LCSAs;
- e) On-line access to SCR by CCR;
- f) On-line data entry and data analysis in support of Federal reporting;
- g) On-line access and update capability for Non IV-D data by DCSS;
- h) Operational interface to SDU to obtain collections data, issue Non IV-D disbursement instructions, and obtain disbursement results data;
- i) Operational interface with CSENet to send and receive CSI and LO1 transactions, with remaining transactions sent to and received from ARS and CASES for interface with CSENet ;
- j) Operational interface to ARS and CASES to provide IV-D collections data, locate data, and case information, and to obtain IV-D case information;

3.2.2 ARS and CASES Consortia

- a) Migration of 14 LCSAs to the CASES system;
- b) Operational interface with FTB collections (including FIDM);
- c) Enhanced interstate functionality through an operational interface with CSENet to process those CSENet transactions required for ACF certification (other than LO1 and CSI); or receive CSENet transactions from Statewide Services
- d) Operational interface with Statewide Services State Case Registry to send and receive case and financial information.

- e) Operational interface with DCSS IDB to send and receive intercept submissions and results, license match, and credit reporting;
- f) Operational interface with SDU to send IV-D disbursement instructions and receive disbursement results data.

3.3 Version 2 of the CSE System

The Business Partner will design, develop, and implement a Version 2 of the CSE System that expands upon Version 1, and will transition all 58 LCSAs to Version 2, which provides the following functionality, as more specifically described in this Rider G:

- a) Centralized statewide Case Management;
- b) On-line access to POP information by DCSS and LCSA's.
- c) Centralized statewide Financial Management including allocation and distribution;
- d) Program Management; e.g. performance, collection and administrative reporting, and self-assessment support and federal compliance management;
- e) Data Management; e.g. required data elements, data retention, security;
- f) Operational interface with a full-service SDU to obtain collections data, issue disbursement instructions, and obtain disbursement results data for IV-D and Non IV-D cases;
- g) Automated inter-county case reassignment;
- h) Business Partner "Best of Breed" functionality including:
 - (i) Real-time balance regeneration on demand;
 - (ii) Multiple views of financial information;
 - (iii) Support for electronic payments and disbursements options;
 - (iv) Hierarchical locate engine;
 - (v) Automated case workflow management;

- (vi) Centralized state business rules and data management using component-based encapsulation;
- (vii) Electronic forms;
- (viii) Automated state and federal reporting;
- (ix) Internal management reporting;
- (x) Business Intelligence support for management and ad-hoc reporting;
- (xi) Access to historical data;
- i) Internal User Interface
 - (i) Custom developed, web-browser based Graphical User Interface (GUI);
 - (ii) A standardized desktop configuration for each CCSAS user consistent with a three-option approach for the counties;
 - (iii) A specialized customer service software in support of the Customer Service Support Center
- j) External User Interface
 - (i) Customer Service Support Center inquiry functions, with an IVR and web-access that has 24/7 customer access (less scheduled downtime);
 - (ii) Secure website access including:
 - (1) Capability for process servers to provide service results and capability allowing employers access to view wage withholding information for their employees;
 - (2) e-Child Support Self-Service system for custodial parties and non-custodial parents.

- k) Document Capture
 - (i) Document imaging for routing to case workers and electronic case file;
 - (ii) Electronic document delivery
- l) External Automated Interfaces
 - (i) Integrated FIDM;
 - (ii) Support for high volume centralized printing at a state facility and centralized control of local, low volume printing.

4. Project Management Services and Deliverables

4.1 General.

Project Management Services and deliverables are included in the PMA, SOWs, and CDL Items related to performing the activities to manage the CCSAS CSE Project activities. These activities are performed in conjunction with CCSAS CSE Project management and staff as part of the management of the overall project.

A summary of these Services and their deliverables is discussed in the following sections, which Services and deliverables are more fully described in Attachment G2.

4.2 Project Management Approach

The Business Partner will use a project management approach that is based on IBM's World Wide Project Management Method (WWPMM). This methodology has been blended with additional best practices from the other alliance partners, compared to the requested project management plans in detail, and has been tailored to the unique requirements of the CCSAS CSE Project. This project management approach is consistent with internationally accepted project management standards, including the Project Management Institute's Project Management Body of Knowledge (PMBok) and the IEEE project management guidelines. As used in this Contract, "Standard" refers to PMBoK, IEEE and other standards more particularly referenced in an applicable CDL Item Description.

The Business Partner project management approach will use tools and processes that allow for consistent, efficient and effective project management. The WWPMM allows project managers to proactively monitor the CCSAS CSE Project's progress, predict results, and evaluate risks.

The Business Partner will tailor its WWPMM methodology to align with the methodology currently in use at FTB and DCSS, utilizing best practices and tools from both methodologies. The integrated concepts, tools, and techniques will be shared with every member of the CCSAS CSE Project. This will provide the structure, focus, and discipline needed to successfully deliver a project of this size and complexity.

Detailed information about the project management approach is provided in Attachment G2, Project Management Approach.

4.3 Project Management Services

The project management Services to be provided by the Business Partner are described in the PMA and in the applicable SOW. A summary of the key project management Services are as follows:

- Management activities necessary to develop and implement Version 1 and Version 2 of the CSE System;
- Management activities necessary to operate and maintain Version 1 and Version 2 of the CSE System;
- Management activities necessary to move KIDZ and STAR/KIDS counties consortia systems to CASES and transition services for state-level functions;
- Coordination and oversight of development and implementation activities performed to modify CASES and ARS, including but not limited to CSENet and SDU system integration modifications;
- Coordination and oversight of the maintenance of ARS and CASES; and
- Assistance to the State in achieving federal system certification.

4.4 Project Management Deliverables

The Business Partner will produce the project management CDL Items consisting of plans, reports, minutes, schedules, change requests, and other documentation necessary to support the project management approach and to meet the management requirements specified in the SOWs. Each CDL Item has a corresponding CDL Item Description that identifies the document to be produced, when it is to be delivered, and the applicable Standard, if any, and the content of the CDL Item. The project management CDL Item Descriptions are included in Attachment G2, Project Management Services and deliverables.

5. Technical Management Services and Deliverables

5.1 General

Technical Management Services and deliverables are included in the TMA, applicable SOWs, and CDL Items related to performing the activities to design, develop and implement the CSE System and to operate and maintain the CSE System after implementation. These activities are performed in conjunction with CCSAS CSE Project management and staff to provide knowledge and understanding of the CSE System and its development and operation.

The description of technical management Services and deliverables is more fully described in Attachment G3, Technical Management Services and deliverables. A summary of these Services and their deliverables is discussed in the following sections.

5.2 Technical Management Approach

The Business Partner will use a technical management approach for planning, managing, executing, and controlling major system engineering activities, statewide implementation, and maintenance and operations activities for the CSE System, as follows:

5.2.1 For system engineering and development activities, the Business Partner will tailor and apply the Rational Unified Process (RUP) and component-based development for the CCSAS CSE Project. It is focused on requirements-based modeling and is highly compatible with the tools and methods to be used by the Business Partner. The Business Partner has tailored RUP as described in the TMA (Attachment G3).

5.2.2 For LCSA transition, the Business Partner will use an implementation methodology that focuses on up-front planning to produce an efficient transition at the LCSA and DCSS. This approach provides a framework that is constructed to increase the efficiency and quality assurance features of a standard methodology, and is also built to provide opportunities to customize the approach for specific LCSA characteristics.

5.2.3 The Business Partner will use an approach to data conversion that has been tested and refined through the successful conversion of 35 California counties to their current consortia systems. The conversion methodology is supported by a toolkit that was built to increase efficiencies throughout the conversion cycle

5.2.4 The Business Partner will manage the system configuration in accordance with the System Configuration Management Plan (CDL TM 003) as described in SOW TM 4.2.

5.2.5 For Version 1 training, the Business Partner will prepare and disseminate training materials for Statewide Services as well as provide training database support. For Version 2, the Business Partner will train CSE users based on training materials, and methods, tailored to the CSE System and its users.

5.2.6 The technical management approach also describes the strategies, methodologies, and tools required to procure and deploy approximately 10,000 desktops and peripheral equipment to approximately 84 LCSA and non-LCSA office locations throughout the State of California. A well-timed and well-planned installation of hardware and software is a key component of the overall implementation strategy.

5.2.7 To provide maintenance and operations support for the project, the Business Partner will establish an integrated production support organization for those aspects of the CSE System for which the Business Partner is responsible. This will help the CCSAS CSE Project to effectively support the application, environment, technical infrastructure, application users, and the customers of the Child Support Program. The key components of the Business Partner's production support approach include Help Desk services, Customer Service Support Center, and data center operations.

5.2.8 The technical management approach also includes supporting processes. These supporting processes provide activities to help manage, develop, deliver, and support business capabilities. Support processes help incorporate quality into the system development process and the other primary life cycle processes. These support processes include configuration management, requirements management, technical risk management, knowledge management, Technical Reviews, technical quality management, and problem resolution.

5.2.9 Detailed information about the technical management approach is provided in Attachment G3, Technical Management Approach.

5.3 Technical Management Services

The Business Partner will provide technical management Services as described in the TMA and as delineated in the applicable SOWs. A general description and summary of the key technical management Services are as follows:

- System engineering and development services to develop and implement Version 1 and Version 2 of the CSE System;
- System integration services resulting in a single, integrated, CSE Version 2 with required interfaces;

- Data conversion support services for the conversion of KIDZ and STAR/KIDS counties consortia systems to CASES;
- Transition management activities necessary to move KIDZ and STAR/KIDS counties consortia systems to CASES and transition services for state-level functions;
- Design and coordination services necessary to oversee modifications to CASES and ARS, including but not limited to CSENet and SDU system integration services;
- Conversion services to populate the SCR in the Statewide Services component with Non-IV-D data from the NICE database;
- Services to load the SCR with IV-D data from ARS and CASES;
- System integration management services and collaboration and coordination services with external entities that interface with the CSE System, including the SDU.
- Implementation management services including business process analysis, conversion, training, communication, and outreach planning and on-site support to transition all users from CSE Version 1 to CSE Version 2.
- Construction of a Legacy Data Archive and tools to facilitate retirement of consortia legacy systems and to provide access to historical data by LCSAs;
- Services necessary to facilitate retirement of auxiliary systems and databases (i.e. IDB, POP, SLMS, CCR, and CPLS);
- Services necessary to facilitate retirement of KIDZ, STAR/KIDS, CASES and ARS and support State efforts to retire all remaining legacy systems;
- Training support services for the Statewide Services component of CSE Version 1 and training services for the users of CSE Version 2;
- Knowledge management services to provide the opportunity for State technical personnel to participate in the design and development effort relative to CSE Version 1 and CSE Version 2. This involvement will help prepare State technical personnel to maintain and operate the CSE system at the end of the Maintenance and Operations period;

- Release management services for each CSE System or component CSE Version 2 released into production, including testing, pilot, readiness assessments and post-implementation reviews;
- Application maintenance and operations services for the Statewide Services component of CSE Version 1 and for CSE Version 2, including related interfaces;
- Help desk services for the Statewide Services component of CSE Version 1. For the CSE Version 2, the Business Partner will provide Help Desk services for Business Partner-distributed desktops and facilities and for support of the application;
- Customer Service Support Center services as described in Section 1.4 of this Rider G;
- Transition services at project conclusion, including the CSE Version 2, Data Center, Help Desk, Customer Service Support Center, the training program and CSE System Equipment.

5.4 Technical Management Deliverables

The Business Partner will produce the technical management CDL Items consisting of plans, specifications, design descriptions, assessments, reports, and other documentation necessary to support the technical management approach and to meet the management requirements as specified in the applicable SOWs. Each CDL Item has a corresponding CDL Item Description that identifies the document to be produced, when it is to be delivered, and the applicable Standard, if any, and the content of the CDL Item. The technical management CDL Item Descriptions are included in Attachment G3, Technical Management Services and deliverables.

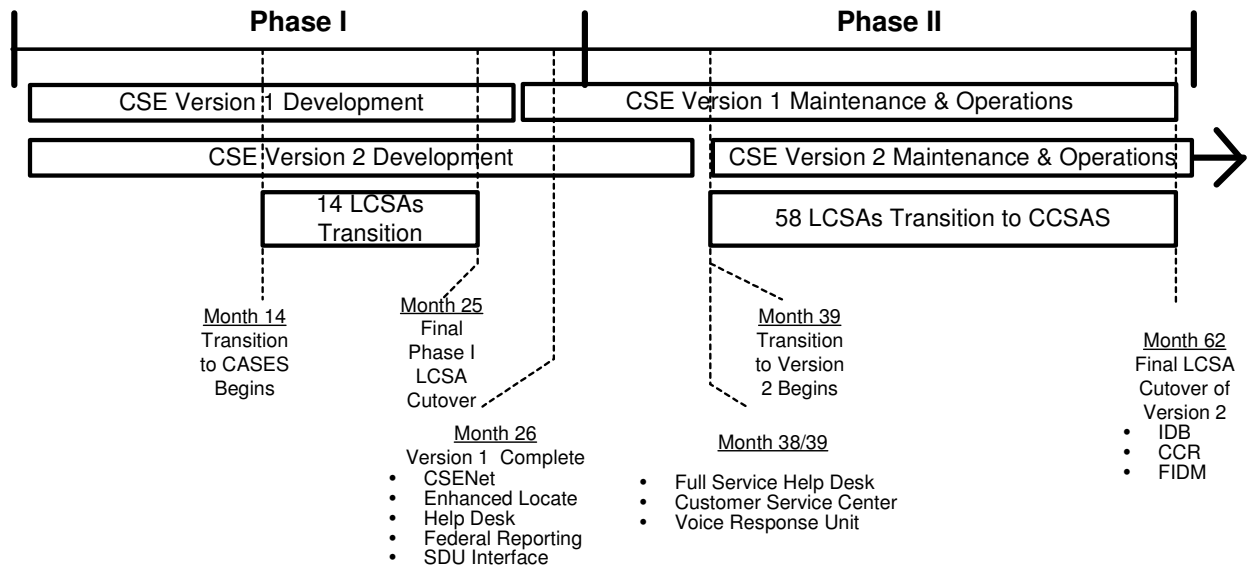
6. Project Timeline and Milestones

The CCSAS CSE Project spans a period of approximately seven (7) years and three (3) months and consists of two (2) implementation phases: Phase I contains Version 1 development and implementation, Version 2 development and 14 LCSA transitions; Phase II contains Version 2 development and implementation and 58 LCSA transitions; including a maintenance and operation period.

6.1 Timeline

The CCSAS CSE Project life cycle spans two (2) implementation phases and encompasses the transition from the current environment to the implementation of statewide services and then to the implementation of the new CSE System.

The diagram below provides a high level view of the significant planned project timelines and events. This diagram does not cover the full maintenance and operations period.



6.2 Milestones

The Table below identifies the major project milestones for the CCSAS CSE project.

CCSAS CSE Project – Major Milestones		
No:	Title:	Planned Month (Schedule assumes last day of the month)
1	System/Subsystem Specification (SSS) (CDL TM 016-1) for Version 1 submitted to State for Acceptance	8
2	System/Subsystem Specification (SSS) (CDL TM 016-2) for Version 2 submitted to State for Acceptance	9
3	Software Requirement Specification (SRS) (CDL TM 020-1) for Version 1 submitted to State for Acceptance	10
4	Software Design Description (SDD) (CDL TM 021-1) for Version 1 submitted to State for Acceptance	13
5	CSE/ SDU Interface Design Description (CSE/SDU IDD) (CDL TM 030-1) for Version 1 submitted to State for Acceptance	13

CCSAS CSE Project – Major Milestones		
No:	Title:	Planned Month (Schedule assumes last day of the month)
6	System/Subsystem Design Description (SSDD) (CDL TM 017-2) for Version 2 submitted to State for Acceptance	14
7	Software Requirement Specification (SRS) (CDL TM 020-2) for Version 2 submitted to State for Acceptance	16
8	Software Design Description (SDD) (CDL TM 021-2) for Version 2 submitted to State for Acceptance	21
9	CSE/ SDU Interface Design Description (CSE/SDU IDD) (CDL TM 030-2) for Version 2 submitted to State for Acceptance	21
10	All LCSA Cutovers to ARS/CASES completed	25
11	Operational Readiness Assessment and Review (ORAR) for Version 1 completed and ready for State Acceptance	26
12	CSE System Version 1 In-production Use	26
13	System Verification Test Readiness Review (SVTRR) for Version 2 Pilot completed and ready for State Acceptance	35
14	Operational Readiness Assessment and Review (ORAR) for Version 2 Pilot completed and ready for State Acceptance	38
15	Operational Readiness Assessment and Review (ORAR) for Version 2 Rollout completed and ready for State Acceptance	42
16	Statewide In-production Use of CSE System	62

6.3 Project Schedule

6.3.1 Initial Schedule

The parties recognize that Business Partner will deliver a proposed Project Schedule (CDL PM 009). The State will have the right, in its good faith discretion, to reject the initial proposed Project Schedule (CDL PM 009) proposed by the Business Partner if it fails to reflect the Major Milestones described in this Section 6. Upon Acceptance by the State of the Project Schedule (CDL PM 009), such Project Schedule (CDL PM 009) will

govern the project timeline and milestones and supersede the milestones described above.

6.3.2 Rebaselining the Schedule

From time to time during the term of the CCSAS CSE Project, the Project Schedule (CDL PM 009) may be modified as a result of the approved actions taken from the Change Request Management process. Rebaselining of the Project Schedule (CDL PM 009) may occur when management from both parties mutually agree that it would be beneficial.

7. State Responsibilities

The State agrees to perform the tasks, prepare the facilities and otherwise undertake the duties more particularly allocated to the State in this Section 7, consisting of (i) the general responsibilities for the development, implementation, maintenance and operation of the CSE System described in Section 7.1, (ii) the particular CCSAS CSE Project specific activities described in Section 7.2, and (iii) the State responsibilities associated with a specific activities as set forth in the applicable SOWs, the TMA and the PMA.

7.1 General Responsibilities

7.1.1 Participation:

- a) The State will identify one (1) person with overall responsibility for the CCSAS CSE Project. This person will act as the primary contact for the Business Partner and will have decision-making authority regarding the day-to-day management of the CCSAS CSE Project. This person is the CCSAS Project Director. The State may change the person serving as the CCSAS Project Director and may change the person with overall responsibility for the project from time to time during the term of the CCSAS CSE Project, in the State's discretion, and upon written notice to the Business Partner. Any such decisions made by the CCSAS Project Director that are subject to the formal Acceptance process of each CDL Item, in accordance with Rider I, will not prevent the State from rejecting a CDL in accordance with the Acceptance Process in Rider I.
- b) The State will participate in and assist with project management and technical management activities as specified in the applicable PMA, TMA, CDL Item and SOW to achieve the knowledge, skills and ability required to implement, operate and maintain the CSE System. Such participation (including

any required reviews and approvals) will be in accordance with and in support of the Project Schedule (CDL PM 009) in accordance with agreed-upon timing and milestone requirements so as not to impact the overall progress of the Project.

- c) The State will participate in the activities described in the PMA and TMA, and will assist in the development of certain CDL Items and assist the Business Partner in the accomplishment of its activities described in this Section 7 and the SOWs, and will execute the State's responsibilities, all as described in the applicable PMA, TMA, CDL Item, SOWs, and this Section 7 and as may be further identified in the plans, process and procedures developed as a part of the CCSAS CSE Project and agreed to by the State.
- d) The State will provide business policy and technical issues points of contact with decision-making authority or with access to persons with decision-making authority to participate in, and assist with, requirements analysis, design, testing, integration, implementation and operation and maintenance support activities. Any such decisions are subject in all respects to the Acceptance of each CDL Item, in accordance with Rider I, and will not prevent the State from rejecting a CDL Item or Technical Review in accordance with the Acceptance Process in Rider I.
- e) The State will be responsible for developing, publishing, and monitoring business policies, processes, and procedures as necessary for CSE System implementation.
- f) The State will, where appropriate, define and develop child support business practices, policies, procedures, and regulations based on the activities associated with the transition to a new standardized statewide system.
- g) The State will communicate the vision, goals, and priorities to internal and external entities, including ACF, State agencies, LCSAs, and users, and verify that their interests are represented in project planning and execution.
- h) The State will work with the LCSAs to procure the subject matter experts and support resources at the LCSA level needed for the CCSAS CSE Project effort.

- i) The State will exercise reasonable efforts to provide CCSAS Project staff with the skill sets necessary to fulfill the CCSAS CSE Project positions, roles, and responsibilities for which the CCSAS Project staff are assigned.

7.1.2 Resources:

- a) The State will provide reasonable office space, meeting space, desks, supplies, furniture, connectivity, access to fax and copy machines and telephone access (local and long distance) for Business Partner staff (up to 225 persons) located in State facilities.
- b) The State will work with the Business Partner to provide an integrated project environment, including email and network access.
- c) The State will provide the necessary security badges and facility clearances for entry into State-owned facilities and will coordinate Business Partner access to LCSAs and DCSS sites. The Business Partner will comply with all State regulations and procedures of which the Business Partner is made aware, including without limitation background checks and other mandated State procedures.
- d) The State will provide the Business Partner with building(s) access to State and county facilities during regular business hours and outside normal business hours for selected periods, as mutually agreed upon by the parties, and consistent with the requirements of the CCSAS CSE Project tasks and the Project Schedule (CDL PM 009).
- e) To the extent allowed by law and as mutually agreed between the Business Partner and the State (as evidenced by the consent of the Franchise Tax Board), the State will exercise reasonable efforts to acquire FTB information technology assets from previous State or federal projects for the purpose of supporting the CSE System solution. This includes assets from FTB INC system.
- f) The State will perform the tasks and establish the procedures allocated to the State, for the purpose of providing physical site security for the hardware and software systems and their elements that are on State or county premises, as more particularly described in the Accepted System Security Plan (CDL TM 078).

- g) The State will provide access to the existing CCSAS Project Library, including any existing training documentation.

7.1.3 Decision Making/Coordination:

- a) The State will direct, manage and coordinate the participation of external entities in CSE System development, implementation, maintenance and operations activities. External entities include Federal agencies, other State of California agencies, and county agencies other than LCSAs.
- b) The State will resolve business policy issues affecting CSE System development, implementation and operation and maintenance support, and will participate in and assist with business process reengineering activities with respect to CSE System implementation.
- c) The State is responsible for the identification and interpretation of any applicable laws, statutes, regulations and policies pertaining to the CSE System and will, where feasible, resolve inconsistencies between such federal and State laws, statutes, regulations, and policies. The State is responsible to assure that the business systems and programs in effect at DCSS meet the requirements of applicable laws, regulations and statutes.
- d) The State will attempt to resolve issues, problems, and conflicts between external entities and the Business Partner. The Business Partner recognizes that the State does not have statutory authority to compel performance of external entities other than LCSAs.
- e) The State will cooperate with and exercise reasonable efforts to provide access to, resources, information and data necessary for the Business Partner to meet its contractual obligations.
- f) The State will lead the effort to obtain system certification from the federal Office of Child Support Enforcement, to include the following activities:
 - (i) Resolve questions regarding the interpretation of federal and State laws, regulations and policies;

- (ii) Proactively work with the federal government to secure waivers or clarifications necessary to achieve certification;
- (iii) Request federal certification review;
- (iv) Schedule and organize certification planning and review meetings;
- (v) Review and finalize responses to federal questions resulting from the certification review, with appropriate consultation from the Business Partner;
- (vi) Lead federal certification review sessions;
- g) The State will attempt to obtain written approval from any third party vendor for the Business Partner to use, on a confidential basis, information from the third party vendor, if the Business Partner requires such information during its performance of the CCSAS CSE Project. The Business Partner agrees to execute any reasonable nondisclosure and confidentiality agreement required by such third party vendor as a condition to permitting access to any such information.

7.2 Project Area Responsibilities

7.2.1 Project Management Responsibilities

- a) The State will assist in developing, implementing and monitoring the processes and procedures for the CCSAS CSE Project management plans, required to be delivered by the Business Partner as more particularly described in the applicable CDL Item Description.
- b) The State will provide reasonable training and direction for accessing and posting documents to the CCSAS Project Library.
- c) The CCSAS Project Director will work with the Business Partner Project Executive and mutually agree upon the course of resolution for action items and issues assigned to the Business Partner.
- d) The State will provide information requested by the Business Partner for inclusion in CCSAS CSE Project status reports.

- e) The State will manage and mitigate the risks that are assigned to the State and will provide the Business Partners with new or updated risks in accordance with the Risk Management Plan (CDL PM012).

7.2.2 Technical Management Responsibilities

- a) The State will provide subject matter experts that are available to provide decisions on the functional requirement areas. Any such decisions are subject in all respects to the Acceptance of each CDL Item, in accordance with Rider I.
- b) The State will attempt to resolve issues between State and County entities in a mutually agreed upon timeframe during the requirements analysis and Acceptance process. The Business Partner recognizes that the State does not have statutory authority to compel performance of external entities other than LCSAs.
- c) The State will participate in Technical Review planning and will co-chair the Technical Reviews with the Business Partner.
- d) The State will provide personnel responsible for recommendation of signoff of Technical Reviews who will participate in such Technical Reviews.
- e) The State will obtain and include external entities' interface scenarios as described in the Software Test Plan (CDL TM033).
- f) The State will assist the Business Partner in software quality activities. The software quality activities will be defined and mutually agreed upon through the Software Quality Plan (CDL TM009).

7.2.3 Configuration Management

- a) The State will work with the Business Partner to confirm that the connectivity, hardware, and software performs consistently across CCSAS CSE Project sites. The State will assist the Business Partner with configuration of the requirements management tool to facilitate integration with DOORS.
- b) The State will participate with the administration of the configuration management tools for the project development staff throughout the project life cycle.

- c) The State will promote consistency in development environments by validating the functional and physical configuration of each development workstation in accordance with the System Configuration Management Plan (CDL TM 003).

7.2.4 Knowledge Management

- a) The State is responsible for verifying that State employees participating in knowledge management activities are reasonably qualified for the activity and meet course requirements.
- b) The State will participate in the development, review, and assessment survey of knowledge management development plans for CCSAS Project staff.
- c) The State resources will participate in the knowledge management activities including self-assessment, development of knowledge management development plans, assessment surveys, and feedback mechanisms.

7.2.5 System Development

- a) The State will participate in technology build and system development activities to gain knowledge of the development methodology and the design and operation of the system.
- b) The State will coordinate user involvement in requirement analysis, design and testing activities, subject to State resource constraints and time constraints.
- c) The State will provide language, formatting, and layout for forms and will participate in mapping the data elements.
- d) The State will work with the Business Partner to confirm the required interface requirements, including data exchange needs, schedules and protocols.
- e) The State will code and test the application changes to ARS and CASES consistent with the design, as mutually agreed to by the parties.
- f) The State will provide available system documentation or subject matter experts for the CASES and ARS applications

and support the design activities required of the Business Partner.

- g) The State may plan, conduct and evaluate the System Qualification Test, and will report problems using the CCSAS CSE Project problem resolution tracking system.
- h) The State will participate and assist in the planning of system testing, and will witness a formal System Test demonstration, as more particularly described in System Verification Test Description (CDL TM 034-1 and TM 034-2).
- i) The State will work with the Business Partner in coordinating and managing communications with external interfaces, agencies/organizations. As point of coordination, the State will review, appropriately escalate, lead and facilitate the resolution of issues that arise during system development.
- j) The State will negotiate and maintain interagency and external agency interface agreements. The State will provide Interagency Agreements and External Agency Agreements to the Business Partner for review upon request.
- k) For system requirements and software requirements, the Business Partner plans to conduct requirements analysis sessions, as described in the TMA. As requirements gathering and analysis involves the coordination and consensus of multiple entities, the State will select knowledgeable "decision makers" to attend these meetings in accordance with the schedule described in the Project Schedule (CDL PM 009). The State will resolve issues that arise among decision makers on a timely basis. Any such decisions are subject in all respects to the Acceptance of each CDL Item, in accordance with Rider I.
- l) The State will provide the meeting location and reasonable supplies for group sessions regarding system design. This meeting location will generally be within twenty (20) miles of the main CCSAS CSE Project site.
- m) The State will facilitate LCSA visits and activities, if necessary, to conduct performance testing.

7.2.6 System Implementation

- a) The State will identify one (1) person with overall responsibility for the implementation activities on the project. This person will act as the primary contact for the Business Partner on implementation issues and be the counterpart to the Implementation Manager.
- b) CCSAS Project staff will lead communications to the LCSAs with coordination and support from the Business Partner.
- c) The State will work with the LCSAs to agree on and communicate a rollout schedule that supports the Project Schedule (CDL PM 009) for CSE System implementation.
- d) The State will identify one (1) person with overall responsibility for the implementation activities at each LCSA and DCSS, and will provide appropriate staff required to complete the activities for each LCSA and for DCSS that are designated as State Responsibilities.
- e) The State will provide reasonable space and access in the implementation sites for the Site Implementation Teams for the time that they are working on-site.
- f) The State will coordinate participation in the implementation readiness reviews and post-implementation review for LCSA and DCSS.
- g) The State will coordinate State, DCSS and LCSA participation in the development of baseline system functionality maps, As-Is business processes, and To-Be business processes.
- h) The State will perform the tasks allocated to the State in the Data Conversion Plan (CDL TM 042-1, TM 042-2) in connection with conversion requirement definition, data extraction, data mapping, and conversion acceptance testing for the LCSA databases.
- i) The State will perform the tasks allocated to the State in the Data Conversion Plan (CDL TM 042-1, TM 042-2) in connection with the NICE, CCR, IDB, and POP databases.

- j) The State will perform the tasks allocated to the State in the Data Conversion Plan (CDL TM 042-1, TM 042-2) in connection with data cleansing.
- k) The State will notify the Business Partner of changes to the CASES and ARS data models.
- l) The State will perform the tasks allocated to the State in the Data Conversion Plan (CDL TM 042-1, TM 042-2) in connection with manual data entry of cases or portions of cases that did not convert in the cutover, consistent with performance by the Business Partner of its pre-cutover responsibilities under the Data Conversion Plan (CDL TM 042-1, TM042-2).
- m) The State will be responsible to transition the BEST and CHASER consortia systems to CASES.
- n) The State will provide the support necessary to address policy and procedural-related questions and answers from the LCSAs that occur during transitions.
- o) The State will provide business policy and technical issues points of contact with decision-making authority to participate and assist in requirements analysis, design, testing, integration, implementation and production support activities. Any such decisions are subject in all respects to Acceptance of each CDL Item, in accordance with Rider I.
- p) The State will coordinate LCSA participation in the Train the Trainer program.
- q) The State will provide input for the development of all training course materials and training program modifications, in accordance with the User Training Plan (CDL TM 064-1, TM064-2).
- r) The State will participate in training transition in accordance with the Training Transition Plan (CDL TM 063).
- s) The State will provide a Training Representative who will assist the Business Partner in coordinating training activities and act as a counterpart to the Business Partner training manager.
- t) The State will release staff from normal business duties and provide protected time for attending training, in accordance

with the Accepted User Training Plan (CDL TM 064-1, TM 064-2).

- u) The State is responsible for outreach to all external entities.

7.2.7 Equipment and Software Installation

- a) The State will provide a specific address and contact name to ship network and hardware components for storage for each LCSA site.
- b) The State will provide a primary, secondary, and tertiary contact list, including business, pager, and cell numbers, for hardware installation.
- c) The State will provide a secure environment to store network and hardware components.
- d) The State will provide a secure environment and staging area to store network and hardware components at each site for a reasonable period of time until ready for installation
- e) The State will coordinate hardware and software installation activities with applicable vendors/departments that are supporting the rollout schedule.
- f) The State will coordinate hardware and software installation activities and activities to make sites ready in accordance with the Hardware and Software Installation Plan (CDL TM 067).
- g) The State is responsible for the disposition of surplus equipment.
- h) The State will resolve site-specific issues related to installation and escalate problems as necessary.

7.2.8 Maintenance and Operations

- a) The State will participate and assist in the scheduling of routine maintenance activities.
- b) The State will participate in developing and monitoring the Service Level Objectives.
- c) The State will participate and assist in security planning and security incident investigations.

- d) The State will participate and assist with the development of the disaster recovery procedures and will participate and assist in disaster recovery testing.
- e) The State will provide help desk support for the CASES and ARS applications and for LCSA access to the State Case Registry for CSE Version 1.
- f) The State will be responsible for the ongoing maintenance and operations of Version 1 and Version 2 of the CSE System upon termination or completion of this Contract.

8. Attachments

Attachment G1

- Part 1, Business Solution Response, Appendices A and B
- Part 2, Business Requirements List
- Part 3, Customer Service Support Center and Level of Effort Budget
- Part 4, Glossary and acroyms

Attachment G2

- Part 1, Project Management Approach
- Part 2, Project Management SOW
- Part 3, Project Management CDL Item Descriptions

Attachment G3

- Part 1, Technical Management Approach
- Part 2, Technical Management SOW
- Part 3, Technical Management CDL Item Descriptions